# HP Client Manager 6.1
# Release Notes

July 1, 2005

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# Section 1 – Overview

## 1.1 Document Purpose

This document provides the "what's new" and "known issues" " information for the 6.1 release of HP Client Manager.

## 1.2 Background

HP Client Manager (HPCM, formerly known as HP Client Manager Software - HPCMS) is a free hardware management tool for HP client computers that provides in-depth client inventory, driver and utility updating, remote BIOS management, hardware monitoring, diagnostics, and problem resolution. HP Client Manager integrates with Altiris Client Management Suite, HP OpenView, HP Systems Insight Manager, and Microsoft Systems Management Server (SMS).

## 1.3 Documentation

Product documentation for version 6.0 is available in the HP Client Manager Product Guide (HPCMS.pdf and HPCMS.chm). Information about version 6.1 is in this document. To view Altiris product documentation in .PDF format, use Adobe Acrobat Reader (available at: http://www.adobe.com/products/acrobat/readstep2.html).

# Section 2 – Installation and Licensing

Installation and licensing information is provided in the HPCM documentation, as well as the Readme – Quick Install .pdf file (included in the solution zip file downloaded from the Altiris Web Site), in the Altiris Getting Started Guide, and in the Altiris Notification Server Product Guide.

**Note:** If you currently have HPCMS 6.0 installed, we recommend that you upgrade to HPCM 6.1 rather than uninstall 6.0 then install 6.1. If you uninstall 6.0, your existing data and custom packages, collections, and so forth will be lost. To upgrade from 6.0 to 6.1, simply install 6.1 over the existing 6.0.

**Important:** If upgrading, you should have no 6.0 tasks executing or scheduled to execute while upgrading to 6.1. Disable all events that are scheduled to run ASAP or during the next hour or so until the upgrade is complete. If the 6.0 server or 6.0 clients are in the process of executing a task, the upgrade to 6.1 may not complete successfully.

## 2.1 Issues when Upgrading to HPCM 6.1

### 2.1.1 Notification Policies

During an upgrade from HPCM 6.0 to 6.1, any modified Notification Policy Actions that are part of the standard set of installed Notification Policies and their settings will not be upgraded. Any customer created Notification Policies will be saved. However, due to changes in the way HPCM detects Health, custom Notification Policies that were created in 6.0 may not be applicable in 6.1 and you should recreate them in 6.1.

### 2.1.2 Collections

All collections will be retained during the upgrade.

Any collection that uses NT 4.0 or Windows 98 will not be valid in 6.1 because NT 4.0 and Windows 98 are no longer supported.

### 2.1.3 Custom Reports

Custom reports may not be retained. If you want to retain custom reports, we recommend that you export the reports to a safe location and then import the report after the upgrade. However, because the inventory and diagnostics tables have changed, the reports will contain historical data that will not be updated.

### 2.1.4 SoftPaq and BIOS Administration Policies/Packages

Existing SoftPaq policies/packages and BIOS administration policies/packages created in 6.0 will be retained in 6.1. However, both the policy and the package will be listed under the respective Tasks folder. For example, a SoftPaq policy/package created in 6.0 will be retained in 6.1, but it will be listed under HP SoftPaq Delivery\HP SoftPaq Delivery Tasks folder. In 6.1 all new SoftPaq and BIOS changes have their respective Policies and Tasks displayed in separate folders.

### 2.1.5 Health Monitoring Settings

Health monitoring settings only retain the global enable/disable setting. Individual selections of enable/disable for specific hardware items will not be retained due to changes in Health monitoring in 6.1.

### 2.1.6 Non-default HP SoftPaq Filestore Path must be Reconfigured

The default path for the HP SoftPaq Filestore is:

C:\Program Files\Altiris\Notification Server\NSCap\Bin\Win32\X86\HPCMS\Filestore

If you are using a non-default path, you must reconfigure your custom path after you perform the upgrade. For information on how to configure the HP SoftPaq Filestore path, refer to the HPCM Product Guide.

### 2.1.7 Issues when Upgrading from HPCMS 5.6 SP1 to HPCM 6.1

The NS 5.5 server and clients should be upgraded to NS 6.0 before HPCMS 6.1 is installed. To insure that HPCMS 6.1 performs properly, all NS clients should be upgraded to the Altiris NS 6.0 Agent prior to HPCMS 6.0 being installed. HPCM 6.1 should not be installed on an NS 5.5 Server because HPCM is not supported under NS 5.5.

# Section 3 – New Features in this Release

## 3.1 HP Instant Support Integration

HPCM 6.1 provides integration with HP Instant Support tools for remote diagnosis, troubleshooting, and resolution for HP business desktop, notebook, and workstation computers.

### 3.1.1 System Health Scan Policies

HPCM provides new policies that can run System Health Scan tools on HP client computers that do the following:

- Perform HP Instant Support Health Scan on HP client computers and send the results to the Notification Server.
- Collect HP computer specific inventory information.
- Provide links to knowledgebase articles related to information found on the client computers. Links to this information are provided in areas that help troubleshoot issues.

### 3.1.2 SoftPaq Collector

Based on information from System Health Scan and HPCM Filestore contents, HPCM will identify needed SoftPaqs available for download from HP.com. The SoftPaqs available can be downloaded to the Notification Server. SoftPaq files are listed in a new HP SoftPaq Delivery Packages folder in the Altiris Console.

HPCM will also automatically create a collection for each SoftPaq that contains the computers that need the SoftPaq.

### 3.1.3 New Diagnostic Tools

Diagnostic tools in previous versions of HPCM have been replaced with HP Instant Support diagnostic tools. The diagnostic tools provide reports that help identify computers that may have problems.

### 3.1.4 Active Chat

A link to HP Active Chat is provided on the HPCM Quick Start page.

## 3.2 Local Health Monitoring and Alerting

Policies are available that will perform local hardware monitoring and will provide local alerts on client computers. Examples include the following:

- Asset change alerts (battery, disk drive, CPU, memory, monitor, chassis lock state)
- Disk drive threshold alert (disk free space)
- Battery charge level threshold alert
- Hardware health alerts (SMART disk drive predictive failure, memory warnings, battery charge degradation, etc.)

## 3.3 Updateable BIOS Settings

A new HP BIOS Advanced Administration Wizard lets you update BIOS settings on client computers. Additional reports are provided that shows all HP computers that have specified BIOS settings (Wake on LAN enabled/disabled, USB enabled/disabled, etc.). The reports also show systems that match and don't match (based on BIOS inventory). You can create a collection based on selected computers and then perform a BIOS change.

## 3.4 WMI Support

WMI is now also used to collect inventory data, provide health monitoring, and read sensor data.

## 3.5 HP Instant Support Knowledgebase Search Based on HP Instant Support System Health Scan

You can perform an HP Instant Support Knowledgebase search based on the System Health Scan results for a given client computer. This is accessible from the Resource Manager Tasks tab using right mouse click options.

## 3.6 HPCM Inventory for Non-HP Computers

There is a new policy that gathers HPCM inventory for non-HP computers. This is useful in gathering basic information for all client computers on the network and then running reports against the information.

### 3.7 Easy upgrade of HP Tools

(This feature will not be enabled in the beta release but will be available in the final release.)

HPCM 6.1 will let the IT Administrator easily update the HP tools that are an integral part of HPCM 6.1 such as SSM, etc.

### 3.8 Driver Update Support for Windows XP Professional x64

HPCM 6.1 includes SSM 1.71 which supports driver updates under Windows XP Professional x64. Support for BIOS Flash and BIOS Settings will be available in the near future when SSM 2.0 is released. SSM can easily be updated using the HP Tool Update Wizard.

## Section 4 – Feature Enhancements in this Release

### 4.1 Improved SCSI Hard Disk Data

HPCM now provides additional data about SCSI hard disks.

### 4.2 Additional Hardware Inventory Data

Additional hardware inventory data is provided including values for CPU/chassis temperature, power supply voltage, and fan speed. (To be implemented)

### 4.3 Additional Health Monitor Settings and Alerts

New health monitor settings and alerts have been added. Examples include the following:

- Battery charge level
- Disk drive free space
- SMART disk drive predictive failure
- Fan stall (to be implemented)
- Cable not detected for audio, fan, or USB (to be implemented)

### 4.4 HP SIM and HP OpenView Connectors Enabled

HPCM tasks are enabled to be performed using the HP SIM or HP OpenView connector.

## Section 5 – Known Issues

### 5.1 Hot-swapping devices on clients will not be detected until reboot

On the NS Console, under the "Configuration" tab, in the tree "Solution Settings | Platform Administration | HP Client Management | HP Health Client Monitoring" the Health monitor may be configured. The "Battery changed", "Disk drive changed", and "Monitor changed" settings are associated with "On device changed event". This setting means HPCM will probe for a device change when it receives a Plug and Play notification from the system". Due to issues where PnP notification does not work properly, these probes only occur "Once at boot".

## 5.2 Swapping batteries of the same capacity may not be detected

The serial numbers of some batteries on some machines cannot be determined. In these cases, the capacity of the batteries is used to differentiate battery changes. If the capacity of such batteries is equal, a device change cannot be determined, and an event will not be sent.

## 5.3 Swapping memory sticks of the same capacity may not be detected

As with batteries, the serial numbers of some memory sticks on some machines cannot be determined. In these cases, the capacity and speed of the memory is used for differentiation. If the capacity and speed of such memories is equal, a device change cannot be determined, and an event will not be sent.

## 5.4 Enabling Wake-on-LAN requires configuration of the Altiris Agent Settings

Enabling Wake-On-LAN for HP Client Manager Software SoftPaq delivery, BIOS Administration, Inventory, and Diagnostics requires the user to enable the power management feature on the client.

To enable power management,

1. From the Altiris Console click the **Configuration** tab.
2. Click **Configuration > Altiris Agent > Altiris Agent Configuration**.
3. Click **All Desktop Computers (excluding 'Package Servers')**.
4. Click the **Advanced Settings** tab.
5. Click the **Enable power management on Altiris Agent** check box.
6. Click **Apply**.

When HP client computers are updated with the new Altiris Agent settings, they will be correctly configured to recognize and respond to Wake-On-LAN packets.

## 5.5 Certain BIOS settings do not take affect until reboot enabling or disabling of Wake-on-LAN doesn't take affect until reboot

It is recommended by HP to reboot your client after you make a BIOS change. For example, on HP systems manufactured after 2002, the enabling or disabling Wake-On-LAN or the Hood Lock will not engage until the client system is rebooted. Therefore, to insure that BIOS changes have been implemented reboot the client after the BIOS package has been installed.

## 5.6 Multi-Language Support Report Data

For multinational support, the HP Client Manager Client Agent is English only. Information that is reported by the agent is recorded in the HPCMS database in English. Reports showing this information my have the proper language for report names and column headings, but the content (data) in the report will be in English where applicable.

## 5.7 Systems that do not support BIOS modifications with HP Client Manager Software

The following HP legacy systems were designed such that BIOS changes are not able to be made using HP Client Manager Software.

- HP Omnibook 510
- HP Omnibook 6200

- HP Vectra VL410
- HP Vectra VL420
- HP Vectra VL800
- HP e-PC
- HP Workstations xw5000
- HP Workstations xw8000
- HP Compaq dx5150
- Compaq Tablet PC tc1000 series
- Compaq Tablet PC tc1100 series

## 5.8 HP Instant Support Diagnostic Tools Limitations

HP Instant Support diagnostic tools do not currently support client computers running Windows XP Embedded or XP Professional x64.

## 5.9 Limited Support for Windows XP Professional x64

HPCM 6.1 includes SSM 1.71 which supports driver updates under Windows XP Professional x64. Support for BIOS Flash and BIOS Settings will be available in the near future when SSM 2.0 is released. SSM can easily be updated using the HP Tool Update Wizard.

## 5.10 Duplicate Report Entries for Hyper-Threading Computers

Computers with Hyper-Threading may have two entries in the CPU field under some reports.

## 5.11 Battery Level Threshold reporting below -1 percent

If you get the following alert: “HP Client Manager has detected that your battery level threshold is below -1 percent”, that means that the battery is reporting odd or irregular data.

## 5.12 Making Changes in the SoftPaq Delivery Wizard

When using the SoftPaq delivery wizard, if you select a SoftPaq and computer, then want to make changes and use the back button to return to the SoftPaq list to select another SoftPaq, you will get irregular results. If you want to make a change in your selections, cancel the wizard and re-start it.

## 5.13 HP BIOS Report Wizard “And” Condition Causes Report to be Empty

When using the HP BIOS Report Wizard, you can select which BIOS settings to include in the report. The wizard lets you select whether to join the settings for the report using either an “OR” or “AND” condition. The “AND” condition is not working correctly and will cause no data to be reported. You can use the “OR” condition or create multiple reports with a single setting.

## 5.14 Managed HP Computers by Type (Count) Reports Displays Incorrect Data

The “Managed computers by Type (Count)” report may show an incorrect number of computers in the bar graph and the drill down on the graph. This can be caused by computers being discovered multiple times. If you drill down, the correct number is shown. For example, the bar graph may display 500 Desktops but the drill down displays 250, which is correct.